

E-01345A-13-0069



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ARIZONA CORPORATION COMM
UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone:

Fax:

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 114820

Date: 1/31/2014 Arizona Corporation Commission

Complaint Description: 01H Billing - Smart Meter
08A Rate Case Items - Opposed

DOCKETED

FEB 05 2014

First:

Last:

Complaint By: Donna K.

Pflueger

DOCKETED BY

Account Name: Donna K. Pflueger

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Cottonwood

CBR:

State: AZ Zip: 86326

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

This email serves to confirm that I have opted out of the installation of a smart meter at my home. I have placed two separate phone calls to APS stating that I choose to opt out until the AZCC has made its ruling. I have requested that their offices provide me with a written confirmation of this opt-out.

My question to you is, should they ignore my requests, what are my options if I come home next week and find that a smart meter has been installed?

I find the fact that they are proceeding with the installation of smart meters prior to your ruling unconscionable.

Thank you for your attention to this matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/31/14: Entered for the record and docketed (customer questions addressed on Inquiry # 114819)

CLOSED

End of Comments

Date Completed: 1/31/2014

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RECEIVED
2014 FEB-5 A 11:14
COMMUNICATIONS
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM
